



Human Resource Training and Development

TRAINING CALENDAR

OCTOBER - DECEMBER 2002

"PROVIDING HUMAN RESOURCE MANAGEMENT SERVICES TO ATTRACT AND RETAIN AN EFFECTIVE STATE WORKFORCE"

HUMAN RESOURCE TRAINING AND DEVELOPMENT

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Robert Freeman	(517) 335-0311	Joyce Sweet	(517) 373-3108
Dorothy Iredu	(517) 241-9299	Jerry Tunney	(517) 373-0317
Phil Kovacs	(517) 373-3884	Susan Whittington	(517) 241-9858

**The latest information on courses and
scheduling can be found on the Civil Service**

<http://www.state.mi.us/mdcs/training/calendar>

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GENERAL INFORMATION

HOW TO REGISTER

PLEASE NOTE: Registrations for Civil Service training programs are handled through your department's personnel office, Institution Training Officer, or training division. Since registration procedures vary among departments, please contact your agency/department's personnel office, Institution Training Officer, or training division for assistance in registering for our classes.

The agency training coordinators can register employees on-line, at the Department of Civil Service's website: www.michigan.gov/mdcs/training/calendar or obtain additional information by calling Robyn Ledesma (517) 335-0310 or Joyce Sweet (517) 373-3108.

COST/CHARGES

The per-person cost of each program is shown in the Training Calendar. In most cases the employing department will pay for the class(es).

Alternatively, individuals may choose to pay their own costs by following registration guidelines available from the individual's personnel office or training division. Employees choosing to pay their own training fees should write a check or money order, payable to the State of Michigan, and submit it to the Michigan Department of Civil Service, Financial Services Office, P.O. Box 30002, Lansing, MI 48909.

Make sure the check or money order includes the course number.

Please Note: The \$15-per-employee registration cost for the Pre-Retirement Orientation seminar includes a complimentary registration for the employee's spouse/guest.

ACCOMMODATIONS

Persons with disabilities who need mobility, visual, hearing, or other assistance for effective course participation should indicate such needs when registering. The TTY telephone number is (517) 335-0191. Upon request, an alternative format will be made available to individuals with disabilities.

CANCELLATIONS

Registrations to attend training programs must be cancelled at least two workdays BEFORE the training course begins. All cancellations made less than two workdays before the course, noncancellations, and "no-shows" will be charged the full cost of the course.

SPECIAL SESSIONS

Bring Civil Service classes to your work site

WHAT IS A SPECIAL SESSION?

Instead of registering staff for open enrollment programs put on by Civil Service, a special session allows your organization to arrange a special date to have a class for your group - often at significant savings to you!

Based on instructor availability, you select delivery dates and locations that work best for you. If you have 20 or more people attending the class, there is generally a per-person savings compared to the per-person cost of open enrollment Civil Service classes.

OUR PLACE OR YOURS?

If you prefer, our instructors can come to your training site anywhere in the state of Michigan. Save the money you would have spent on participants' travel expenses and train more students. You may provide your own training room, borrow a room from another agency, or rent a room that suits your needs. You will need to supply the A/V equipment and support staff as needed.

TAILORED JUST FOR YOU

With special sessions, the program may be tailored to meet your needs. We will arrange a pre-class consultation with the instructor to identify your needs and decide how best to address them.

WE MAKE IT SIMPLE

A telephone call is all it takes to get you started. Tell us what kind of training you need, how many people are to be trained, and when and where you want training to occur. Our professional staff will work with you and the instructor to arrange convenient dates. We make paperwork simple, too.

ADVANCED TEAM DEVELOPMENT

COURSE DESCRIPTION: This team development program helps teams identify and meet their specific performance challenges in ways that are more effective, efficient and highly innovative - in other words to get more innovative products and services out to customers. In this program you will learn very specific team development skills and tools. Team members will develop more commitment and tolerance of group processes and enhance their ability to make better team decisions. The program is theoretical and practical, as skills learned in the first two days will be applied on the last day of the program.

LEARNING OBJECTIVES:

1. Identify and meet performance challenges.
2. Solve team problems creatively.
3. Resolve differences of opinions proactively.
4. Decide team issues expeditiously.
5. Communicate effectively in team process.

COMPETENCIES: Building a Successful Team, Aligning Performance for Success, Communication, Managing Conflict, and Gaining Commitment

WHO SHOULD ATTEND: Teams of three or more.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9987	Nov 4-6, 2002	Nov 1, 2002	8:30 am - 4:30 pm	Lansing - State Police Academy 7426 N. Canal Road Lansing, MI Room - Lower Level	\$435.00

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Agency training coordinators can register employees on-line at our website:

<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney at 517-373-0317 or email at: tunneyj1@michigan.gov.

BE A FORCE FOR POSITIVE CHANGE

COURSE DESCRIPTION: Each of us has the power to effect positive change in the workplace. If you doubt the power of one person or one thing to make a difference, consider this: "If you think you're too small to be effective, you've never been in bed with a mosquito." By the end of this course, you'll have a plan for doing exactly that--be it the formation of a new e-mail policy, for example, or the creation of a process of capturing what retirees know before they leave the workplace with valuable knowledge.

Your plan may involve community service or the celebration of diversity or the implementation of a new customer-satisfaction program. It may involve wellness or improved productivity or making your department a learning organization. Whatever you formulate, you'll be expected to enact. And, to ensure you receive the recognition you deserve, your manager will receive a copy of your proposed plan of action.

LEARNING OBJECTIVES: Participants in this training program will:

1. Acquire a global perspective on the positive change that a single person can effect.
2. Practice five ways to overcome the resistance others may have to change.
3. Develop an action plan for putting a specific workplace change into effect.

COMPETENCIES: Initiating Action , Innovation

WHO SHOULD ATTEND: Employees involved in change

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9931	Nov 7, 2002	Nov 5, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$128.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

BUILDING RAPPORT WITH DIFFERENT COMMUNICATION STYLES

COURSE DESCRIPTION: In this two-day course participants are introduced to the theories and concepts of communication style awareness and communication style flexing as tools which can be used to enhance positive communication. Participants will become familiar with the body of knowledge, which will introduce them to the relationship between personality types and communication style usage.

LEARNING OBJECTIVES: As a result of attending this course you will:

1. Gain understanding and acceptance about the four universal communication styles used by most people.
2. Explore the ways in which your own communication style may change under both stressful and favorable situations.
3. Learn to utilize the concept of "communication style flexing" as a means for improving listening and building rapport.
4. Experiment with the use of communication style awareness as a means for improving written and telephone messages.

COMPETENCIES: Communication, Building Trust, Building Strategic Working Relationships

WHO SHOULD ATTEND: Employees interested in learning more about improving communications, different personality types, and/or communication style differences.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9983	Dec 5-6, 2002	Dec 3, 2002	8:30 am - 4:30 pm	Lansing - State Police Academy 7426 N. Canal Road Lansing, MI Room - C-2	\$310.00

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FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney 517/373-0317 or via email: tunneyj1@michigan.gov.

BUILDING TRUST: THE KEY TO HIGH PERFORMANCE

COURSE DESCRIPTION: This course is one of the Franklin Covey Tools for Highly Effective Communication workshops. The effects of trust reach deep into the heart and soul of individuals and organizations. Why? Because trust lies at the very core of leadership and effective human interaction. Nothing enhances workplace productivity more than a high-trust environment. This course will show participants how to create strong relationships of trust, performance, and shared vision with their workgroups, as well as, the department.

LEARNING OBJECTIVES: As a result of this class, participants will be able to:

1. Strengthen relationships and improve communication in all areas of life.
2. Increase personal trust and trustworthiness.
3. Decrease frustrations caused by dysfunctional relationships.
4. Sustain positive change, resulting in more effective and cohesive work team.
5. Reduce or eliminate office infighting.
6. Improve the quality of products and services.

COMPETENCIES: Communication, Building Trust

WHO SHOULD ATTEND: Employees interested in learning more about improving and maintaining effective relationship with others.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9975	Oct 8, 2002	Oct 4, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$50.00

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Dorothy N. Iredu (517)/241-9299 or via email: iredud1@michigan.gov.

COACHING: HOW TO BRING OUT THE BEST IN OTHERS

COURSE DESCRIPTION: Learn how skillful coaching can transform mediocre performers into solid, productive employees. This hands-on class will show you how to help people discover---and reach--- their goals. At the heart of a coaching partnership is the ability to create bonds of trust and collaboration. You'll be given proven, immediately usable coaching techniques that will increase productivity, heighten job satisfaction, and lift morale.

LEARNING OBJECTIVES: After attending this course you will be able to:

1. Increase employee performance with a three-step coaching process: Discovery, Goal-setting, Strategic action.
2. Successfully wear four different coaching hats: Trainer, Mentor, Disciplinarian, and Cheerleader.
3. Find "coachable moments" that lead employees to discover and develop their strengths.
4. "Seed" ideas for behavioral and attitudinal change.

COMPETENCIES: Coaching

WHO SHOULD ATTEND: Managers and supervisors.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9988	Oct 11, 2002	Oct 9, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$175.00
9948	Nov 13, 2002	Nov 11, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$175.00
9949	Dec 17, 2002	Dec 13, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$175.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs 517/373-3884 or via email: kovacsp@michigan.gov.

CONDUCTING EFFECTIVE MEETINGS

COURSE DESCRIPTION: Meetings require a lot of time and effort for both the planner and participants. This course will help you plan, conduct, and participate in an effective meeting that gets results in the shortest amount of time possible. Typical meeting "mistakes" and meeting "killers" can be avoided with appropriate meeting management techniques.

LEARNING OBJECTIVES: As a result of attending this course you will learn to:

1. Plan and organize meetings.
2. Conduct meetings that are time efficient and produce results.
3. Facilitate group discussion and decision making.
4. Use effective techniques for dealing with difficult participants.

COMPETENCIES: Meeting Leadership, Managing Work

WHO SHOULD ATTEND: Anyone who plans, organizes, or conducts meetings.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9984	Dec 9, 2002	Dec 6, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$125.00

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FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney 517/373-0317 or via email: tunneyj1@michigan.gov.

CONFRONTING CONFLICT HEAD-ON

COURSE DESCRIPTION: In the safe environment of this class you'll have fun learning and practicing proven behaviors and techniques to resolve even the most challenging conflicts. You'll become confident of your ability to confront anyone without fear—increasing honest communication and building solid relationships.

LEARNING OBJECTIVES: After attending this course you will be able to:

1. Stay centered when attacked -- and cool when confronting difficult people.
2. Avoid being pulled into other people's negativity.
3. De-escalate a volatile situation.
4. Communicate effectively with someone who is more powerful than you.
5. Defuse group conflict.
6. Handle manipulators who "break off," or who use mistrust, exploitation, or intimidation.
7. Understand and manage your emotional reactions.
8. Resolve conflict successfully and actually improve relationship or increase a team's performance.
9. Help others deal with conflict caused by painful changes.
10. Become confident of your ability to constructively confront anyone without fear -- including your colleagues and your boss.

COMPETENCIES: Communication, Managing Conflict, Initiating Action

WHO SHOULD ATTEND: All state employees

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9953	Nov 14, 2002	Nov 12, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$175.00
9954	Dec 18, 2002	Dec 16, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$175.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs 517/373-3884 or via email: kovacsp@michigan.gov.

CREATING AND DELIVERING WINNING PRESENTATIONS

COURSE DESCRIPTION: Public speaking is most people's greatest fear! This program will provide the skills and confidence needed to present like a professional in a variety of settings from "informal" meetings to large group presentations. Video taping will allow individuals to assess their performance before and after training.

LEARNING OBJECTIVES: Upon completing this course participants will be able to:

1. Identify the preparation and performance requirements of an effective presentation.
2. Demonstrate effective vocal control and modulation, visual signaling, and body language.
3. Identify personal apprehensions about presentations and develop effective "fear management" strategies.
4. Understand the unique characteristics of adult learners and how they learn.
5. Prepare and use visual aids: overheads, computer projection, slides, videos/VCR, and flip charts.

COMPETENCIES: Formal Presentation

WHO SHOULD ATTEND: Anyone who makes presentations before a group.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9978	Oct 28-29, 2002	Oct 25, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$350.00
9982	Dec 5-6, 2002	Dec 3, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$350.00

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FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney 517/373-0317 or via email: tunneyj1@michigan.gov.

DEFERRED COMPENSATION 401(K) AND 457

COURSE DESCRIPTION: All State employees should take this class to better understand the Deferred Compensation and Defined Contribution programs. This is a prerequisite for the Basic and Advanced Investing courses also offered by CitiStreet.

LEARNING OBJECTIVES: As a result of attending this session you will learn:

1. The difference between Deferred Compensation and Defined Contribution.
2. The differences between the 401(k) and 457 plans.
3. Your investment options in Tier 1, Tier 2, and Tier 3
4. Payout options for the 401(k) and 457.
5. How to get started.
6. Who to call with questions

COMPETENCIES: Knowledge of 401(k) and 457 Plans and Defined Contribution

WHO SHOULD ATTEND: Employees enrolled in 401(k) 457 and Defined Contribution.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9942	Oct 9, 2002	Oct 7, 2002	8:30 am - 10:30 am	Lansing - Capitol Commons Center 400 South Pine, Lansing, MI 48909 Room - C	\$0.00
9943	Oct 9, 2002	Oct 7, 2002	1:30 pm - 3:30 pm	Lansing - Capitol Commons Center 400 South Pine, Lansing, MI 48909 Room - C	\$0.00
9944	Nov 6, 2002	Nov 4, 2002	1:30 pm - 3:30 pm	Novi - Office Of Professional Development 24245 Karim Blvd, Novi, MI 48375 Room - Michigan	\$0.00
9946	Nov 12, 2002	Nov 8, 2002	10:00 am - 12:00 pm	Lansing - Secondary Complex 7150 Harris Dr., Lansing, MI 48909 Room - A	\$0.00
9947	Nov 12, 2002	Nov 8, 2002	1:30 pm - 3:30 pm	Lansing - Secondary Complex 7150 Harris Dr., Lansing, MI 48909 Room - A	\$0.00
9945	Dec 11, 2002	Dec 9, 2002	8:30 am - 10:30 am	Lansing - Capitol Commons Center 400 South Pine, Lansing, MI 48909 Room - C	\$0.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman 517/335-0311 or via email: freemanb@michigan.gov.

DEFERRED COMPENSATION: ADVANCED INVESTING

COURSE DESCRIPTION: This course is designed as an extension of the Deferred Compensation: Basic Investing seminar. It will review more advanced investing topics.

LEARNING OBJECTIVES: As a result of attending this course you will:

1. Review typical asset allocation strategies.
2. Learn about market timing and dollar-cost averaging.
3. Establish an investment strategy.
4. Incorporate the available funds into your strategy.
5. Learn where your retirement dollars will come from.

COMPETENCIES: Knowledge of Advanced Investing.

WHO SHOULD ATTEND: All state employees.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9935	Oct 23, 2002	Oct 21, 2002	8:30 am - 10:30 am	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$0.00
9936	Oct 23, 2002	Oct 21, 2002	1:30 pm - 3:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$0.00
9937	Nov 20, 2002	Nov 18, 2002	1:00 pm - 3:00 pm	Novi - Office Of Professional Development 24245 Karim Blvd Novi, MI 48375 Room - Michigan	\$0.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

DEFERRED COMPENSATION: BASIC INVESTING

COURSE DESCRIPTION: This course is designed as an extension of the Deferred Compensation seminar. It will give you a clear understanding of basic investment concepts.

LEARNING OBJECTIVES: As a result of attending this session you will learn:

1. The basic definition and terminology.
2. The different types of risk.
3. The idea of balancing risks through diversification.
4. The three tiers of investing and a review of all funds available in Tiers 1 and 2.
5. Factors to consider when establishing a portfolio.
6. How to get started.

COMPETENCIES: Knowledge of Basic Investing.

WHO SHOULD ATTEND: All state employees.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9933	Oct 17, 2002	Oct 15, 2002	8:30 am - 10:30 am	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$0.00
9934	Oct 17, 2002	Oct 15, 2002	1:30 pm - 3:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$0.00
9938	Nov 13, 2002	Nov 11, 2002	1:00 pm - 3:00 pm	Novi - Office Of Professional Development 24245 Karim Blvd Novi, MI 48375 Room - Michigan	\$0.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

EFFECTIVE BUSINESS WRITING

COURSE DESCRIPTION: This course progresses from a basic understanding of sentences, to the development of paragraphs, to the organization of business documents. Among the things you'll learn are: specific techniques for bringing clarity and economy to your writing; ways to assess your own writing; and a technique for ensuring your writing is on the level of your intended audience.

Note: Participants will receive a copy of "Communication Strategies that Move People to Action," by Dr. Marlene Caroselli, course instructor.

LEARNING OBJECTIVES: Upon completion of this program, participants will be better equipped to:

1. Get started quickly in the composition of business letters, memos, and reports.
2. Organize your thoughts by using specific patterns of organization.
3. Reduce verbiage by 50% without sacrificing meaning.

COMPETENCIES: Communication

WHO SHOULD ATTEND: Employees whose job requires them to communicate in writing, at least 25% of the time (letters, memos, reports, e-mail, etc.).

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9929	Nov 5, 2002	Nov 1, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$128.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman 517/335-0311 or via email: freemanb@michigan.gov.

EFFECTIVE COMMUNICATIONS AND TEAM DECISION MAKING

COURSE DESCRIPTION: This two-day course is designed for managers and employees who are tired of working in groups or teams that cannot make decisions effectively or communicate efficiently. The purpose of this course is to help teams and/or groups improve in their abilities to make better decisions and move out of communication gridlock.

LEARNING OBJECTIVES: Upon completion, participants will:

1. Make efficient, effective, and conscious group or team decisions.
2. Increase their understanding about the nature of group versus individual communication dynamics.
3. Teach their group or team ways in which to redirect their energy once they have begun to lose focus or direction.
4. Teach their group or team a specific method for gathering opinions or eliciting feedback without wasting time or energy.
5. Find ways to put their uncomfortable feelings "up on the table" in a manner which is productive.
6. Help put some spark, energy, and creativity back into the groups in which they are currently working.

COMPETENCIES: Decision Making, Building A Successful Team, Communication

WHO SHOULD ATTEND: This course is recommended for employee groups of four or more people who want to move forward and make progress.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9979	Nov 7-8, 2002	Nov 5, 2002	8:30 am - 4:30 pm	Lansing - State Police Academy 7426 N. Canal Road Lansing, MI Room - Lower Level	\$310.00

Please Note: Registration procedures vary among departments. To register for Civil Service training programs, contact your personnel office, Institution Training Officer or training division. They will provide you with the assistance you need to register for our classes. Employees cannot register themselves directly by calling this office.

Agency training coordinators can register employees on-line at our website:

<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney 517/373-0317 or via email: tunneyj1@michigan.gov.

EMERGENCY TECHNIQUES

COURSE DESCRIPTION: This course provides employees with the knowledge and skills needed to recognize an emergency situation, and when appropriate, to act by performing cardiopulmonary resuscitation (CPR) techniques, along with basic first aid.

LEARNING OBJECTIVES: Employees completing this course will be able to:

1. List and demonstrate emergency action principles.
2. Demonstrate primary and secondary surveys of the victim.
3. Demonstrate airway-management techniques.
4. Demonstrate CPR for adult victims.
5. Demonstrate first aid for specific injuries, shock, burns, bleeding, and fractures.
6. Demonstrate first aid for sudden illness, stroke, diabetic emergency, heart attack, and seizures.

COMPETENCIES: CPR, Basic First Aid

WHO SHOULD ATTEND: Recommended for all employees, especially those who may be required to respond in emergency situations.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9939	Nov 4-5, 2002	Nov 1, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$31.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman 517/335-0311 or via email: freemanb@michigan.gov.

ENHANCING WORKPLACE RELATIONS

COURSE DESCRIPTION: In today's fast paced workplace, the ability to create and maintain "good" working relationships with clients, customers, co-workers, supervisors, and outside vendors is critical. Being "good" at one's job includes both doing our work tasks well and demonstrating appropriate interpersonal skills. This program will help develop skills for enhancing relationships in the overall workplace environment.

LEARNING OBJECTIVES: Upon completion of this course you will be able:

1. To recognize the dual job responsibilities of performing specific tasks and maintaining positive relationships with internal and external customers.
2. To develop skills for listening and responding to challenging customers and co-workers in a professional, respectful manner.
3. To identify the expectations of customers, citizens, other governmental agencies, and co-workers.
4. To develop appropriate responses to challenging customers.

COMPETENCIES: Communication, Building Customer Loyalty

WHO SHOULD ATTEND: Anyone who deals with co-workers, clients, and vendors.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9985	Dec 16, 2002	Dec 13, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$125.00

Please Note: Registration procedures vary among departments. To register for Civil Service training programs, contact your personnel office, Institution Training Officer or training division. They will provide you with the assistance you need to register for our classes. Employees cannot register themselves directly by calling this office.

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney 517/373-0317 or via email: tunneyj1@michigan.gov.

ERGONOMIC TRAINING - OFFICE

COURSE DESCRIPTION: Ergonomics is a science concerned with helping people interact more comfortably and efficiently with their environment. This course is designed to introduce employees to the application of ergonomic principles for the reduction of stresses and strains to the employee's body. Topics include working with video display terminals, how to identify risks, and how to apply prevention techniques to avoid Cumulative Trauma Disorder (CTD).

LEARNING OBJECTIVES: You will be able to:

1. Provide a definition of ergonomics, discuss the types of repetitive motion illnesses and injuries otherwise known as CTD, and learn how to recognize signs and symptoms of CTD.
2. Identify risk factors that can contribute to the development of CTD, both on and off the job. This includes environmental conditions such as lighting and noise.
3. Prevent CTD and other related health problems, emphasizing low or no-cost solutions. This includes good body posture, proper body mechanics, and safe work habits.
4. Obtain ergonomic intervention assistance and understand the importance of wellness and fitness.

COMPETENCIES: Safety Awareness.

WHO SHOULD ATTEND: Employees who work in an office environment.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9932	Oct 10, 2002	Oct 8, 2002	9:30 am - 11:30 am	Lansing - Pierpont Building 1048 Pierpont Lansing, MI 48913 Room - Training	\$22.00

Please Note: Registration procedures vary among departments. To register for Civil Service training programs, contact your personnel office, Institution Training Officer or training division. They will provide you with the assistance you need to register for our classes. Employees cannot register themselves directly by calling this office.

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman 517/335-0311 or via email: freemanb@michigan.gov.

EXPERT WITNESS

COURSE DESCRIPTION: A program to help state employees learn skills to prepare and give testimony in court or at hearings. It includes admissible and inadmissible evidence, hearsay rules, etc. Videotaping will allow for you to practice and improve your expert witness skills.

LEARNING OBJECTIVES: As a result of this program you will be able to:

1. Use proper behavior on the witness stand.
2. Use skills needed to become an effective witness.
3. Differentiate settings such as courts, administrative hearings, and arbitration.
4. Follow the rules of responsibility for a witness.
5. Understand the factors for cross-examination.

COMPETENCIES: Give Testimony and Communications

WHO SHOULD ATTEND: Personnel and training people, inspectors, field and investigative personnel, and all others involved in hearings.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9980	Dec 3-4, 2002	Nov 29, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$330.00

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FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney 517/373-0317 or via email: tunneyj1@michigan.gov.

FREEDOM OF INFORMATION ACT: FOIA COORDINATORS

COURSE DESCRIPTION: This course is for state department and agency Freedom of Information Act Coordinators, Litigation Coordinators, Public Relations/Communications Directors, and associated staff persons.

LEARNING OBJECTIVES: As a result of training, participants will receive information on the 1996 FOIA amendments, learn of recent FOIA case decisions, and receive information FOIA issues relevant to state public bodies.

COMPETENCIES: Knowledge of FOIA.

WHO SHOULD ATTEND: Supervisors, FOIA Coordinators, Litigation Coordinators, Public Relation/Communication Directors, and associated personnel.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9940	Oct 22, 2002	Oct 18, 2002	8:30 am - 11:30 am	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C&D	\$0.00

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman 517/335-0311 or via email: freemanb@michigan.gov.

FREEDOM OF INFORMATION ACT: GENERAL SESSION

COURSE DESCRIPTION: This course is for state employees who have limited contact with FOIA issues in their jobs, or for those who have little or no familiarity with FOIA, and want a general overview.

LEARNING OBJECTIVES: As a result of training, participants will gain a general familiarity with the FOIA, including an understanding of the terms phrases used in the act, and an appreciation for the core purpose of the act.

COMPETENCIES: Knowledge of FOIA.

WHO SHOULD ATTEND: General.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9941	Oct 22, 2002	Oct 18, 2002	1:30 pm - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C&D	\$0.00

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman 517/335-0311 or via email: freemanb@michigan.gov.

IMS: EVERYONE HAS CUSTOMERS: STRATEGIES TO EXCEED THEIR EXPECTATIONS

COURSE DESCRIPTION: The goal of every organization, and every internal unit, is to create devoted customers. Customers who 'love' you are far more forgiving of mistakes, will provide winning suggestions, and will assertively champion you to others. This workshop will look at the special tools and methods needed for customer devotion.

Dr. Chip Bell is the author or co-author of 14 books, including Customer Love, Managers as Mentors, Customers as Partners, and Knock Your Socks off Service Recovery. He is a Senior Partner with Performance Research Associates in Dallas, and he consults for IBM, Lucent Technologies, Merrill Lynch, Ritz-Carlton, State Farm and others.

LEARNING OBJECTIVES: In this session you will learn:

1. How customer devotion is different from loyalty, and why it is important.
2. How to help customers share control in the service encounter.
3. How to create and lead a culture of 'customer love'.
4. How to measure customer devotion: new tools for accountability and adjustment.

COMPETENCIES: Customer Service, Decision Making, and Communication

WHO SHOULD ATTEND: Managers and supervisors.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9617	Dec 3, 2002	Nov 29, 2002	8:30 am - 4:30 pm	Dearborn Fairlane Club 5000 Fairlane Woods Dr. Dearborn, MI Room - Training	\$275.00

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman 517/335-0311 or via email: freemanb@michigan.gov.

IMS: THE ESSENCE OF LEADERSHIP: TAKING PERSONAL ACCOUNTABILITY

COURSE DESCRIPTION: In this session, participants will examine the characteristics of effective leaders, and will look at the importance of QBQ: The Question Behind the Question. We will look at the steps needed to build accountability and increase trust in our organizations. We will also discuss the most common mistakes made by aspiring leaders.

Mr. John Miller is the author of Personal Accountability: Powerful and Practical Ideas for Your Organization. He is the President of Prosperity Dynamics and has conducted programs for such organizations as American Express Financial Advisors, First Bank, General Mills, Pepsi-Cola, Principal Financial Group, and Toro.

LEARNING OBJECTIVES: In this session you will:

1. Learn how to adapt through change.
2. See how to benefit by developing a service mindset.
3. Use creativity as a management tool.
4. Learn how to generate integrity and belief in your organization.

COMPETENCIES: Decision Making, and Communication.

WHO SHOULD ATTEND: Managers and supervisors.

Course No	Course Date	Registration Deadline	Time	Location	Cost
9616	Nov 13, 2002	Nov 11, 2002	8:30 am - 4:30 pm	Dearborn Fairlane Club 5000 Fairlane Woods Dr. Dearborn, MI Room - Training	\$275.00

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman 517/335-0311 or via email: freemanb@michigan.gov.

IMS: THE USE OF POWER AND INFLUENCE: MANAGING WITHOUT AUTHORITY

COURSE DESCRIPTION: If we are to develop successful organizations, we must be effective in dealing with subordinates, peers, and superiors. This session will examine various principles of human influence. Dr. Dwyer will also provide techniques for applying these principles to develop a high-performance organization.

Dr. Charles Dwyer is the Director and Senior Research Analyst for the Management and Behavioral Science Center at The Wharton School. He received the Lindbach Award for Distinguished Teaching from the University of Pennsylvania. The author of two books, he has also taught at Cornell, Johns Hopkins, Temple University, and St. Joseph's College.

LEARNING OBJECTIVES: In this session you will:

1. Examine human behavior and influence.
2. Learn how to apply five principles of human influence.
3. Explore the process of self-design and the different personality types.
4. Analyze our conflict-based culture.
5. Assess the effectiveness of current response programs to conflict.

COMPETENCIES: Decision Making, and Communication.

WHO SHOULD ATTEND: Managers and supervisors.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9615	Oct 10, 2002	Oct 8, 2002	8:30 am - 4:30 pm	Dearborn Fairlane Club 5000 Fairlane Woods Dr. Dearborn, MI Room - Training	\$275.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman 517/335-0311 or via email: freemanb@michigan.gov.

INVESTIGATIVE TECHNIQUES AND PROCEDURES

COURSE DESCRIPTION: This two-day program provides training for investigators involved in non-criminal investigations. It focuses on interviewing, court room testimony, rules of evidence, conduct of investigation, report writing, and case management.

LEARNING OBJECTIVES: By the completion of this program, participants will be better equipped to:

1. Interview to get the necessary information.
2. Use the proper procedure for handling evidence.
3. Conduct an investigation correctly.
4. Use the proper method for writing and preserving field notes.

COMPETENCIES: Investigative Techniques, Interviewing, Managing Cases.

WHO SHOULD ATTEND: Employees involved in investigations and inspections.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9981	Dec 5-6, 2002	Dec 3, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$330.00

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FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney (517) 373-0317 or via email: tunneyj1@michigan.gov.

LABOR RELATIONS: CORRECTIVE ACTION

COURSE DESCRIPTION: This course provides the knowledge and skills needed by supervisors and managers to counsel employees and apply progressive discipline appropriately and effectively.

LEARNING OBJECTIVES: As a result of attending this course you will learn to:

1. Identify the source(s) of employee problems.
2. Develop an action plan to prevent problems.
3. Understand principles of corrective action.
4. Apply investigation and documentation methods.
5. Use master problem-solving skills:
 - a. Communication--with employees to prevent problems.
 - b. Data gathering and analysis--respecting due process.
 - c. Decision making--determining what action to take.

COMPETENCIES: Labor Relation Knowledge and Communication.

WHO SHOULD ATTEND: All managers and supervisors.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9701	Dec 3, 2002	Nov 29, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$60.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

LABOR RELATIONS: GRIEVANCE PROCEDURES

COURSE DESCRIPTION: This program provides the knowledge and skills needed by supervisors and managers to administer grievance procedures appropriately and effectively for both exclusively and non-exclusively represented employees.

LEARNING OBJECTIVES: As a result of attending this course you will learn to:

1. Develop an action plan for grievance handling.
2. Identify the nature of the complaint.
3. Know the three formal categories for processing grievances.
4. Understand the elements of the grievance procedure:
 - a. Representation rights.
 - b. Time frames.
 - c. Drafting the appropriate response.
5. Master necessary skills:
 - a. Communication--with employees and the union.
 - b. Data gathering and analysis--in drafting a response.
 - c. Decision-making--review of the current practice which gave rise to the grievance.

COMPETENCIES: Labor Relations Knowledge and Communications.

WHO SHOULD ATTEND: All managers and supervisors.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9703	Dec 4, 2002	Dec 2, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$60.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

LABOR RELATIONS: LABOR CONTRACTS AND MANAGEMENT RIGHTS

COURSE DESCRIPTION: This course provides the knowledge and skills needed by supervisors and managers to address labor relations issues appropriately and effectively, including grievances, collective bargaining agreements, problem solving, and performance.

LEARNING OBJECTIVES: As a result of attending this course you will learn to:

1. Identify the manager's role in the collective bargaining process.
2. Identify the elements of the labor agreement.
3. Understand the processes that govern non-represented employees.
4. Develop a strategy for continuous improvement of the labor/management relationship.
5. Master necessary skills:
 - a. Communication--with department labor relations office.
 - b. Data gathering and analysis--to assist with preparation for bargaining.
 - c. Decision-making--utilizing the labor contract.

COMPETENCIES: Labor Relations Knowledge and Communication.

WHO SHOULD ATTEND: All managers and supervisors.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9699	Dec 2, 2002	Nov 29, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$60.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

MAINTAINING A POSITIVE FOCUS: OVERCOMING NEGATIVITY IN TODAY'S WORKPLACE

COURSE DESCRIPTION: "It can't be done." "It won't work." "They don't pay me enough" Help! What can you do to overcome the deadening effect of negative attitudes in the workplace? Start by learning how the downward negative spiral works. Discover that 'how you feel is up to you.' Master techniques, which will help you (and others), change negative feelings by changing unproductive beliefs, behavior, and emotional state.

LEARNING OBJECTIVES: After attending this course you'll be able to:

1. Identify, understand, and neutralize the three types of negativity.
2. Break old negative patterns and establish positive new behaviors.
3. Deal with negative personalities: Resenters, Chronic Critics, Grudge-Carriers, Break-Off Specialists.
4. Use new communication skills to get positive results.
5. Inoculate yourself against someone else's negativity.
6. Address "hidden agendas" that cause negativity.
7. Skillfully deal with: Rumor/gossip/grapevine, Non-verbal negativity, Defensiveness, Manipulative behaviors, Passive aggressive resistance, Poor- mouthing.
8. Eliminate conflict and increase cooperation on your team.

COMPETENCIES: Communication

WHO SHOULD ATTEND: all state employees

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9955	Oct 31, 2002	Oct 29, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$175.00
9956	Nov 25, 2002	Nov 22, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$175.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

MANAGING: STRESS/TIME/INFORMATION/PRIORITIES AND RELATIONSHIPS

COURSE DESCRIPTION: Norman Vincent Peale once remarked that "the American people are so tense, it is impossible to put them to sleep--even with a sermon". We guarantee you won't go to sleep in this workshop, which offers hundreds of ideas for managing the sources of stress and for managing one's self in relation to them. In addition to dealing with tension, you'll gain valuable insights into dealing with information overload and competing priorities.

Note: Participants will receive a copy of "Managing at Work" and "How to Swim in a Sea of Information without Going Under," by Dr. Marlene Caroselli, course instructor.

LEARNING OBJECTIVES: By the completion of this program, participants will be better equipped to:

1. Convert stress and distress to eustress (positive stress)
2. Defeat procrastination
3. Cope with information overload
4. Handle multiple priorities

COMPETENCIES: Communication

WHO SHOULD ATTEND: Any employee who seeks greater efficiency and productivity and/or those employees needing better stress-reducing, timesaving techniques.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9927	Oct 3, 2002	Oct 1, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$128.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

MEMORY TIPS FOR THE FORGETFUL

COURSE DESCRIPTION: Wish you had a better memory? For names, faces, numbers? Ever embarrass yourself because you couldn't remember what you needed at the moment? Tired of losing things or leaving them behind? Need to be more productive? If you answered yes to any of these questions, this is the class for you. You'll learn the tricks, tips, and techniques used by those who are maximizing their mental powers. Join us for this fast-paced session.

Note: Participants will receive a copy "Memory Tips for the Forgetful," by Dr. Marlene Caroselli, course instructor.

LEARNING OBJECTIVES: By the completion of this program, participants will know:

1. What prevents you from remembering.
2. How the mind works.
3. The power of association.
4. How to improve your recall-efficiency.
5. How to enhance the learning process.
6. How to improve your memory at work.

COMPETENCIES: Increase Productivity and Communications

WHO SHOULD ATTEND: All state employees

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9930	Nov 6, 2002	Nov 4, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$128.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

PERSUASIVE LEADER

COURSE DESCRIPTION: Management guru, Ken Blanchard, says the key to leadership today is persuasion, not authority. In this program, you learn the 20 A's of Successful Persuasion, plus have an opportunity to apply them to real-world situations. In addition, you'll learn the importance of Climate, Feedback, Input and Output in communicating effectively with others in the workplace.

LEARNING OBJECTIVES: By the end of this course, you will be able to:

1. Identify at least five techniques that will make you more persuasive.
2. Apply persuasive techniques to job-related situations.
3. Use the elements of climate, feedback, input and output in your workplace communications.

COMPETENCIES: Leading, Decision Making, and Communication.

WHO SHOULD ATTEND: Employees wishing to express themselves (orally or in writing) with greater clarity, confidence, and conviction.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9928	Nov 4, 2002	Nov 1, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$128.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

PRE-RETIREMENT ORIENTATION

COURSE DESCRIPTION: An informational program designed to help state employees prepare to retire. Subjects include: the State Retirement System, Social Security benefits, deferred compensation, insurance, wills, and estate planning.

****The \$15 fee for this seminar includes admission for your spouse/guest.****

LEARNING OBJECTIVES: Persons attending this program :

1. Receive information on the State Retirement System and insurance.
2. Learn about the options available with the Deferred Compensation Plans (401(k), 457).
3. Learn about the importance of estate planning and preparing a will.
4. Are given instructions on how and when to apply for Social Security benefits.

COMPETENCIES: Retirement Information.

WHO SHOULD ATTEND: All state employees who are within five years of retirement.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9691	Oct 8, 2002	Oct 4, 2002	8:30 am - 4:30 pm	Holland - Holiday Inn 650 E. 24th. Street Holland, MI 49423	\$15.00
9692	Oct 22, 2002	Oct 18, 2002	8:30 am - 4:30 pm	Flint - School for the Deaf and Blind 1667 Miller Road Flint, MI 48503	\$15.00
9923	Nov 6, 2002	Nov 4, 2002	8:30 am - 4:30 pm	Lansing - State Library & Historical Center 717 West Allegan Lansing, MI 48909 Room - Forum	\$15.00
9693	Nov 19, 2002	Nov 15, 2002	8:30 am - 4:30 pm	Novi - Office Of Professional Development 24245 Karim Blvd Novi, MI 48375	\$15.00
9924	Dec 11, 2002	Dec 9, 2002	8:30 am - 4:30 pm	Lansing - State Library & Historical Center 717 West Allegan Lansing, MI 48909 Room - Forum	\$15.00
9694	Dec 17, 2002	Dec 13, 2002	8:30 am - 4:30 pm	Novi - Office Of Professional Development 24245 Karim Blvd Novi, MI 48375	\$15.00

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney (517) 373-0317 or via email: tunneyj1@michigan.gov.

PROBLEM-SOLVING/DECISION-MAKING

COURSE DESCRIPTION: "For every complex problem," H.L. Mencken noted, "there is one solution that is simple, neat...and wrong." In this workshop, you'll be encouraged to try multiple approaches to solving problems and/or making decisions both individually and as a member of a team. The course topics parallel the classic problem-solving approach.

Note: Participants will receive a copy of "That's No Problem!," by Dr. Marlene Caroselli, course instructor.

LEARNING OBJECTIVES: By the completion of this program, participants will be better equipped to:

1. Determine their problem-solving style.
2. Define the problem.
3. Generate solutions.
4. Select a solution.
5. Implement the solution.
6. Evaluate the solution.

COMPETENCIES: Problem Solving and Communication.

WHO SHOULD ATTEND: Those employees whose jobs entail constant problem solving and decision-making.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9925	Oct 1, 2002	Sep 27, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$128.00

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FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

PROCESS IMPROVEMENT --- NEW

COURSE DESCRIPTION: This program is an introductory program to help state employees involved in continuous improvement efforts to understand and utilize basic process improvement techniques and tools. Participants will be able to identify performance issues and business processes that would benefit from the process improvement approach. They will also learn how to be an effective member of a process improvement team. The session will rely on case studies and exercises that allow participants to practice and apply what they have learned.

LEARNING OBJECTIVES:

1. Understand the relationship of process improvement as an element of Total Quality Management.
2. Identify, document, and understand your organization's core processes
3. Measure performance and compare to expected standards.
4. Select processes for re-engineering.
5. Recognize and remove activities that do not add value to a process.
6. Utilize the Plan-Do-Check model to guide process improvement efforts.
7. Develop and use process maps.
8. Utilize appropriate analytical tools.
9. Develop action plans and process improvement contracts to ensure results.

COMPETENCIES: Contributing to Team Success, Customer Focus, Planning and Organizing, and Managing Work

WHO SHOULD ATTEND: All employees.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9977	Oct 17-18, 2002	Oct 15, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$335.00

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FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney at 517-373-0317 or via email: tunneyj1@mi.gov.

PROFESSIONAL SKILLS FOR SUPPORT PERSONNEL

COURSE DESCRIPTION: You are one of the most important assets in your organization. You are an important contributor to the executive team as an information center, a diplomat representing your manager, a negotiator, a coordinator and director of a well-run operation, and the heart of the office. These roles require self-confidence, decision-making ability, and problem-solving skills. This seminar is designed to help you reinforce, focus, review, and sharpen your talents, leading to greater on-the-job effectiveness and increased productivity.

LEARNING OBJECTIVES: As a result of attending this course you will learn to:

1. Identify the key qualities of an administrative assistant.
2. Assess your 'professional self'.
3. Work effectively with a variety of personnel types.
4. Achieve results through assertive communication.
5. Give clear instructions that foster trust and confidence in others.
6. Overcome people problems and office obstacles.
7. Make timework for you.
8. Use office politics to create positive, productive working relationships.
9. Cope with change.
10. Develop the art of teamwork.

COMPETENCIES:

WHO SHOULD ATTEND: Administrative support staff

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9957	Oct 31, 2002	Oct 29, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$175.00
9958	Dec 2, 2002	Nov 29, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$175.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

PROFESSIONAL TELEPHONE SKILLS

COURSE DESCRIPTION: Since everyone knows how to "use" the telephone, we often forget the significance of a telephone's interaction in terms of its impact on the caller's perception about the person and agency being called. Through the handling of telephone calls we can project competence, caring, professionalism, and efficiency or the opposite. This program will refresh our skills in effectively handling all types of calls and callers.

LEARNING OBJECTIVES: As a result of completing this program you will:

1. Review basic telephone performance and etiquette procedures.
2. Project a positive, professional image over the phone.
3. Demonstrate basic techniques for discovering what callers want.
4. Demonstrate techniques for managing complaints, difficult callers and potentially hostile situations.

COMPETENCIES: Communication.

WHO SHOULD ATTEND: Anyone who must use the telephone in the course of their work.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9986	Dec 10, 2002	Dec 6, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$175.00

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FOR COURSE INFORMATION (not registration) CONTACT: Jerry Tunney (517) 373-0317 or via email: tunneyj1@michigan.gov.

PROJECT MANAGEMENT CONCEPTS

COURSE DESCRIPTION: This two-day course provides an overview of the discipline of project management. Project management concepts, methods, and techniques will be presented and explained. It is designed to introduce participants to the basic concepts and tools which must be employed to successfully manage projects.

This class is the first of a series of programs designed for staff who have project management responsibilities, manage vendor contracts, or are interested in receiving a general introduction to formal project management. After attending this class, there are more advanced classes available - both in project management and contract administration.

See the Index of this calendar for more information or call Phillip Kovacs at (517) 373-3884.

LEARNING OBJECTIVES: As a result of attending this course you will:

1. Be introduced to the concepts of project management.
2. Learn project management terminology.
3. Understand the importance of planning for project success.
4. Learn techniques for scheduling and controlling project activities.
5. Understand the appropriate use for Gantt charts, Work Breakdown Structures, and Critical Path Method.
6. Appreciate the need for effective communications with the project management team and others with a stake in the project.
7. Learn the importance of identifying deliverable products, milestones, and appropriate resources.

COMPETENCIES: Planning and organizing work, follow-up.

WHO SHOULD ATTEND: State employees responsible for managing projects or providing the oversight of contracts with private vendors.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9952	Nov 18-19, 2002	Nov 15, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$350.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

PROJECT MANAGEMENT: SYSTEMS INTEGRATION PROJECT MANAGEMENT

COURSE DESCRIPTION: Today's information technology project manager faces projects of increasing size, complexity and risk. Your job as project manager is to make sure that all of the components come together and to see that the project is completed on time and within budget. Yet the definition of "all the components" keeps getting broader and more complex. More and more IT projects depend on critical systems integration (SI) issues, including client/server development, open systems design, enterprise solution development, legacy systems maintenance and multi-site deployment. Now you can identify and explore the complex technical and business issues involved in integrating custom software, hardware solutions, telecommunications networks, commercial off-the-shelf software (COTS), business procedures and services, and support facilities. If you face a future assignment as a systems integration project manager, this course will give you tools and techniques needed for survival.

LEARNING OBJECTIVES: Participants in this class will learn how to:

1. Plan, estimate, and organize system integration efforts.
2. Manage the implementation of complex system interfaces.
3. Avoid "islands of effort" by establishing roles and ensuring communication on the systems integration (SI) project team.
4. Assess and respond to the risks inherent in integration projects.
5. Apply the decomposition-integration paradigm to manage complexity.

COMPETENCIES:

WHO SHOULD ATTEND: Employees who manage IT projects

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9967	Oct 7-9, 2002	Oct 4, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$850.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

PROJECT MANAGEMENT: MANAGING SOFTWARE QUALITY

COURSE DESCRIPTION: This class explores the elusive nature of software quality and goes beyond simple methods of product-fault detection to discuss broader software quality techniques and benefits. You'll receive a thorough grounding in all key issues, including process quality assurance, software standards, software inspection, quality reviews, software metrics, and quality metrics.

Participants receive extensive materials that include a complete set of documents for Level 2 of the Software Engineering Institute's Capability Maturity Model, as well as the book "Inroads to Software Quality," by Alka Jarvis and Vern Crandall.

LEARNING OBJECTIVES: Participants in this class will learn to:

1. Build quality into your software development projects and deliverables.
2. Develop a software quality plan that people will actually use.
3. Create an environment where developers see software quality as part of their jobs.
4. Avoid turning software inspections into interrogations.
5. See testing as integral to every phase of the software development life cycle.
6. Differentiate and apply quality principles to your software development environment.

COMPETENCIES: Managing Work, Planning and Organizing Work, Follow-up.

WHO SHOULD ATTEND: State employees responsible for managing projects.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9965	Oct 1-3, 2002	Sep 27, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$850.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

PROJECT MANAGEMENT: PMP EXAM PREPARATION

COURSE DESCRIPTION: This course prepares you to take the exam from the Project Management Institute for certification as a project management professional (PMP). You will learn exactly what you need to know, and how to prepare to successfully take the exam. Participants receive the ESI "PMP Exam: Practice Test and Study Guide" and "PMP Challenge!" - 540 questions on spiral-bound, fully tabbed flashcards.

LEARNING OBJECTIVES: Participants in this course will:

1. Reduce study time in half by focusing only on relevant exam topics.
2. Develop a personal study plan based on three highly successful techniques used worldwide.
3. Use the five-step elimination process to help answer any question correctly.
4. Calculate your exam score while you're taking the test.

COMPETENCIES:

WHO SHOULD ATTEND: Employees preparing to take the Project Management Institute's Project Management Professional (PMP) Exam

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9966	Dec 9-10, 2002	Dec 6, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$805.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

PROJECT MANAGEMENT: SOFTWARE TESTING FOR BETTER PROJECT MANAGEMENT

COURSE DESCRIPTION: This course is designed for project managers, software developers and anyone who must ensure the production of error-free software delivered on time and within budget. In this course you will discover how to integrate testing throughout the software development process in order to uncover bugs, ensure performance, enhance quality and lower costs. Using a set of integrated classroom exercises beginning with requirement validation and ending with implementation, this course demonstrates how management of testing activities relates to the life cycle of projects involving software development of projects. Participants receive a copy of the book, "Software Testing," by Ron Patton.

LEARNING OBJECTIVES: Participants in this course will learn how to:

1. Identify the project management considerations related to software testing activities.
2. Integrate software testing at each phase of the development cycle.
3. Assess unit, integration, system, usability, beta, acceptance and automated testing.
4. Determine effective test cases and incorporate sound test management practices.
5. Involve users to increase validity of test results and know when to stop testing.

COMPETENCIES:

WHO SHOULD ATTEND: Employees who manage software projects.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9973	Nov 12-14, 2002	Nov 8, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$850.00

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PROJECT MANAGEMENT: TELECOMMUNICATIONS PRINCIPLES FOR PROJECT MANAGERS

COURSE DESCRIPTION: Learn the fundamental principles in telecommunications networks with an emphasis on incorporating voice and data capabilities in information systems design. Learn how telecommunications technologies are evolving and how communications systems function and integrate with existing architectures. Explore how standards apply to voice and data networks and which constraints influence the design and implementation of telecommunication projects.

Get the background you need to identify and handle the risks, constraints, resourcing, scheduling and financial aspects of telecommunications projects.

Participants receive a copy of "Business Data Communications," by William Stallings and Richard Van Slyke.

LEARNING OBJECTIVES: Participants in this course learn how to:

1. Identify the project management considerations inherent in telecommunications projects.
2. Understand fundamental principles of voice and data networks, including local area networks (LANs) and wide area networks (WANs).
3. Communicate effectively with data communication managers, customers and users.
4. Fit network designs to match organizational needs.
5. Assess and mitigate risks inherent to telecommunications projects.
6. Coordinate the roles of multiple vendors in network projects.

COMPETENCIES:

WHO SHOULD ATTEND: Employees who manage IT/Telecommunications projects.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9972	Nov 6-8, 2002	Nov 4, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$850.00

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PROJECT MANAGEMENT: VENDOR SELECTION AND MANAGEMENT: A COLLABORATIVE APPROACH

COURSE DESCRIPTION: In this course, you will be introduced to a unique model to help determine the most appropriate vendor relationship to address your various project needs. The course covers what you need to influence the contracting process in order to establish more effective, long-term, win-win relationships with capable, compatible "partners". It explores activities that are essential to effective vendor selection and management: articulating the right requirement, building the right relationship, finding the right partner, structuring the right contract and maintaining the right attitude between the parties.

This course will examine the pros and cons of three alternative contractual relationships: arm's-length, collaborative and alliance. Emphasis is placed upon structuring and managing effective collaborative relationships. An integrated case study and appropriate exercises are used throughout the course to apply the lessons learned to real world scenarios.

LEARNING OBJECTIVES: Participants in this course will learn how to:

1. Identify and quantify the factors that help define the most appropriate vendor relationship.
2. Conduct a make-buy analysis.
3. Perform market research to identify an appropriate vendor.
4. Determine the appropriate contract type to facilitate success.
5. Determine when and how to establish collaborative relationships for win-win results.
6. Monitor and control vendor performance to achieve project objectives.

COMPETENCIES:

WHO SHOULD ATTEND: Employees who manage projects

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9971	*Oct 28-29, 2002	Oct 25, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine, Lansing, MI 48909 Room – C	\$850.00
	*Oct.30, 2002		8:30 am – 4:30 pm	Van Wagoner Bldg. (MDOT) 425 West Ottawa, Lansing, MI 48909 Lakeshore Room, 1st Flr,	

NOTE: This is a three-day session. The first two days will be held at the Capitol Commons Center and the third day will be held at the Van Wagoner building. Participants must enter the Van Wagoner building from Ottawa and must show their State ID to be admitted to the building.

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SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE

COURSE DESCRIPTION: This program teaches distinct habits that lead to effectiveness: Habit 1: Be Proactive; Habit 2: Begin with the End in Mind; Habit 3: Put First Things First; Habit 4: Think Win-Win; Habit 5: Seek First to Understand Then to Be Understood; Habit 6: Synergize; and Habit 7: Sharpen the Saw. The Seven Habits apply at all four levels of leadership (personal, interpersonal, managerial, and organizational). The Seven Habits program teaches inside out improvement; first building your trustworthiness, then creating trust on an interpersonal level to improve relationships.

Please note: You must register for this class at least six weeks prior to the class date to allow ample time for processing a profile

LEARNING OBJECTIVES: Upon completion of this program, participants will be able to:

1. Focus on the things you can influence.
2. Learn how to manage time and resources in ways that focus on key roles and goals.
3. Work toward principle-centered, value-driven, and mission-oriented personal and organizational development.
4. Learn agreement and negotiation skills to improve relationships with customers, suppliers, colleagues, and employees at all levels.
5. Enhance relationships with key "stakeholders," reduce rivalry, build teams, and improve products and services to customers.
6. Impact every division and job function with self-management and human interaction principles.
7. Increase personal influence with others.
8. Build a more cohesive, functional, and powerful department culture through shared mission, values, strategy, and goals.

COMPETENCIES: Building Trust, Building Strategic Working Relationships, Planning and Organizing.

WHO SHOULD ATTEND: This workshop is designed for state employees at any level who are seeking to improve their personal, interpersonal, and organizational effectiveness.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9976	Nov 5-7, 2002	Nov 1, 2002	8:30 am - 4:30 pm	Lansing - Western Michigan University 6105 West St. Joseph Hwy, Suite 205 Lansing, MI 48917 Room - F	\$289.00

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FOR COURSE INFORMATION (not registration) CONTACT: Dorothy Iredue (517) 241-9299 or via email: IredueD1@michigan.gov.

SUCCEEDING AS A NEW SUPERVISOR

COURSE DESCRIPTION: As a new supervisor, you need to know the moves that will make you comfortable and efficient in your new role. Whether you have just been promoted to a management position, will soon be promoted, or you aspire to become a manager, you need these skills so you can take charge of the job, develop your team, achieve results quickly, and grow into an outstanding leader.

LEARNING OBJECTIVES: After attending this class you will be able to:

1. Assess your management skills and know if you're sabotaging yourself.
2. Identify and avoid the common pitfalls that threaten new managers.
3. Understand the vital difference between doing and managing.
4. Delegate work effectively.
5. Set standards and job expectations, and get even the most stubborn people to buy into them.
6. Give constructive feedback.
7. Use the documentation process as a tool for behavioral change.
8. Assist employees (and peers) to develop a positive mindset and find meaning in their work.
9. Understand change and know how to use it to create the future.
10. Manage meetings productively.

COMPETENCIES: Delegating Responsibility, Coaching, Building Strategic Working

WHO SHOULD ATTEND: new supervisors and those aspiring to be supervisors.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9974	Oct 10, 2002	Oct 8, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$175.00
9950	Nov 12, 2002	Nov 8, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$175.00
9951	Dec 16, 2002	Dec 13, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$175.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

SUCCESSFUL STRATEGIES FOR DEALING WITH DIFFICULT PEOPLE

COURSE DESCRIPTION: This course will teach you how to identify, understand, and cope with the challenging people in your life. You'll learn specific strategies and skills for dealing with the troublesome people in your life. Find out what motivates and threatens difficult people. Stop being a target for their inappropriate comments and antics. Eliminate old, knee-jerk reactions to individuals who challenge you. Stay calm and in control in any situation. Here's the bottom line: master these techniques and you'll be a constructive influence because you'll bring out productive behavior in others.

LEARNING OBJECTIVES: After attending this course you'll be able to:

1. Defuse anger and other negative energies.
2. Make difficult people feel understood by using three key skills: blending, backtracking, and clarifying.
3. Use strategic interventions for handling emotional situations.
4. Confront folks who "break off" and won't talk.
5. Deftly handle Gossips, Liars, and Saboteurs.
6. Guide even the most troublesome person toward positive behavior.
7. Remain cool in a conflict so you can respond effectively and intelligently.

COMPETENCIES: Communication, Managing Conflict.

WHO SHOULD ATTEND: all state employees.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9959	Oct 18, 2002	Oct 16, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$175.00

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FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

TARGETED SELECTION BEHAVIORAL INTERVIEWING

COURSE DESCRIPTION: The selection of a new team member is a major investment for your department or division. This is why conducting an interview using a proven process is so critical. Because Targeted Selection focuses on gathering meaningful, job-relevant information from candidates, interviewers are able to select people whose skills and motivation accurately match job requirements. Every Interview is designed around the target job, and interview guides help you zero in on the most important information about candidates. Decisions are made based on candidates' actual past performance and demonstrated skills and abilities, rather than on personal "gut reactions" or candidate speculation about how they plan to perform on the job. With this training you will build the interviewing skills and confidence that will lead to more accurate selection decisions.

LEARNING OBJECTIVES: Participants in this training program will:

1. Learn how to identify competencies needed for key positions.
2. Build interviewing skills and confidence.
3. Gather complete and relevant examples of skills, knowledge, and motivations that candidates have demonstrated in past or current situations.
4. Gain proficiency in asking the right questions during an interview.

COMPETENCIES: Decision Making, Communication, and Interviewing Skills

WHO SHOULD ATTEND: All state employees who conduct interviews. Course pre-work reading is a requirement. The pre-work will be sent to you approximately two weeks before the class session.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9968	Oct 22-23, 2002	Oct 18, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - Scamarcia Room	\$200.00
9969	Nov 12-13, 2002	Nov 8, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - Scamarcia Room	\$200.00
9970	Dec 10-11, 2002	Dec 6, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - Scamarcia Room	\$200.00

Please Note: Registration procedures vary among departments. To register for Civil Service training programs, contact your personnel office, Institution Training Officer or training division. They will provide you with the assistance you need to register for our classes. Employees cannot register themselves directly by calling this office.

Agency training coordinators can register employees on-line at our website:

<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Galen R. Anderson (517) 335-0312 or via email: andersong@michigan.gov.

THINK ON YOUR FEET AND KEEP THEM OUT OF YOUR MOUTH

COURSE DESCRIPTION: "Leaders who are inarticulate make us all uneasy." The words of James Hayes, former head of the American Management Association, reflect the importance of having quick wit. Thinking well on your feet is not a singular skill--it is a composite. The better you are at listening, the more developed your concentrative skills, the more self-confidence you have, the bigger your vocabulary, the more capable you are of creativity, the more reading you do, the more practice you gain, the wider your repertoire of problem-solving skills--all these and more constitute the package of excellence when it comes to thinking and responding both quickly and appropriately.

Note: Participants will receive a copy of "Thinking on Your Feet," by Dr. Marlene Caroselli, course instructor.

LEARNING OBJECTIVES: By the completion of this program, participants will be better equipped to:

1. Use specific techniques for responding quickly and well to unanticipated questions and situations.
2. Communicate with colleagues and customers with poise and professionalism.

COMPETENCIES: Communication.

WHO SHOULD ATTEND: Supervisors, Managers, and Others in Leadership Positions.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9926	Oct 2, 2002	Sep 30, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$128.00

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Robert Freeman (517) 335-0311 or via email: freemanb@michigan.gov.

TIME MANAGEMENT: WHAT MATTERS MOST

COURSE DESCRIPTION: In this one-day course employees learn to control their time and achieve organizational objectives while making progress toward their personal and professional goals. Through the use of the Franklin Day Planner System, this program provides the techniques and tools to help make the most of every hour and increase personal effectiveness and workplace performance. Participants will learn the importance of identifying both personal and work-related values and how to set priorities and schedules accordingly. Participants learn to achieve desired results by using the Franklin Day Planner System. Each participant will receive a Franklin Day Planner kit.

LEARNING OBJECTIVES: As a result of participating in this course employees will be able to:

1. Describe the relationship between event control, proactive behavior, and self-esteem.
2. Identify effective work behaviors, control interruptions and procrastination.
3. Assign the value(s) necessary to prioritize daily tasks.
4. Distinguish among values, goals, and objectives; set realistic short- and long-term goals.
5. Apply planning and project-management techniques.
6. Organize a more productive personal workspace.
7. Use the Franklin Day Planner System effectively.

COMPETENCIES: Managing Work.

WHO SHOULD ATTEND: All state employees.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9960	Oct 15, 2002	Oct 11, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$184.00
9961	Nov 21, 2002	Nov 19, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$184.00
9962	Dec 19, 2002	Dec 17, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - C	\$184.00

Please Note: Registration procedures vary among departments. To register for Civil Service training programs, contact your personnel office, Institution Training Officer or training division. They will provide you with the assistance you need to register for our classes. Employees cannot register themselves directly by calling this office.

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<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

WRITING ADVANTAGE

COURSE DESCRIPTION: Be a confident communicator with professional quality writing skills. Increase your productivity by writing quickly and easily using a powerful four-step process. Get results every time with proven writing techniques. Convey ideas with power using techniques for organizing your thoughts and putting them together in writing. Get prompt response from your documents by emphasizing important messages.

LEARNING OBJECTIVES: Participants in this class will learn:

1. A powerful four-step writing process.
2. How to plan for writing success.
3. To design a powerful message and how to send the right message.
4. To create a top quality document.
5. Ways to eliminate document clutter.
6. To revise documents to produce professional results.

COMPETENCIES: Writing Skills, Communication.

WHO SHOULD ATTEND: All state employees.

Course No.	Course Date	Registration Deadline	Time	Location	Cost
9963	Oct 21, 2002	Oct 18, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$275.00
9964	Dec 18, 2002	Dec 16, 2002	8:30 am - 4:30 pm	Lansing - Capitol Commons Center 400 South Pine Lansing, MI 48909 Room - D	\$275.00

Please Note: Registration procedures vary among departments. To register for Civil Service training programs, contact your personnel office, Institution Training Officer or training division. They will provide you with the assistance you need to register for our classes. Employees cannot register themselves directly by calling this office.

Agency training coordinators can register employees on-line at our website:

<http://www.state.mi.us/mdcs/training/calendar>, or call (517) 335-0310 or Joyce Sweet at (517) 373-3108 for additional information.

FOR COURSE INFORMATION (not registration) CONTACT: Phillip J. Kovacs (517) 373-3884 or via email: kovacsp@michigan.gov.

TRAINING LOCATIONS

Dearborn Fairlane Club

5000 Fairlane Woods Dr., Dearborn, MI

Directions: From Lansing take I-96 east to John C. Lodge Fwy to Southfield M39 south. Take Ford Rd. exit, remain on Service Drive, turn right on Hubbard Drive, and turn right onto Fairlane Woods Drive.

From Detroit take I-94 to Addison Exit, turn right. Turn left at McGraw, which becomes Ford Rd. Take Southfield south exit, remain on Service Drive, turn right on Hubbard Drive, and turn right onto Fairlane Woods Drive.

Parking: Free parking is available.

Flint - School for the Deaf and Blind

Auditorium, 1667 Miller Road, Flint, MI 48503

Directions: I-96 to Hammerberg Road exit. North on Hammerberg Road to Miller Road, East on Miller Road to the first driveway into the school parking lot.

Parking: Free parking is available in the main lot.

Holland - Holiday Inn

Caribbean Ball Room, 650 E. 24th. Street, Holland, MI 49423

Directions: I-96 to 196 West to Holland to the 16th Street – Exit 52. Take the right off-ramp onto 16th Street to the first traffic light (16th and Waverly). Turn left (south) onto Waverly to the next traffic light (24th Street). Turn right (west) on 24th Street.

Parking: Free parking in the lot.

Lansing - Capitol Commons Center

Conference Rooms - Lower Level, 400 South Pine, Lansing, MI 48909

Directions: From south take I-496 W to downtown exit. Take the Walnut Street exit, proceed to Kalamazoo St., turn left, and drive approximately two blocks. Building located on corner of Kalamazoo and Pine.

From north follow 127 S. Proceed toward Lansing/Jackson to I-496 W. Take the Walnut Street exit, proceed to Kalamazoo St., turn left, and drive approximately two blocks. Building located on corner of Kalamazoo and Pine.

From the west follow I-496 E to downtown exit. Take the Walnut Street exit, proceed to Kalamazoo St., turn left, and drive approximately two blocks. Building located on corner of Kalamazoo and Pine.

Parking: Available in the State Library and Historical Center lot on West Allegan.

Lansing - Pierpont Building

Suite 6, 1048 Pierpont, Lansing, MI 48913

Directions: Going from downtown Lansing, go east on Michigan Avenue to South Pennsylvania, turn right. Stay on Pennsylvania to Pierpont. Turn left on Pierpont.

From I-96 take exit 104. The first light at the end of the exit ramp is South Pennsylvania. Turn left and travel one block to the next traffic light, which is Pierpont, turn left.

The building is 1048, the third and last building on the right, just after the Days Inn. Suite 6 is on the Days Inn side of the building.

Lansing - Secondary Complex

Secondary Complex General Office Building, 7150 Harris Dr., Lansing, MI 48909

Directions:

Lansing - State Library & Historical Center

Forum, 717 West Allegan, Lansing, MI 48909

Directions: Take I-96 to Lansing, (follow downtown exits), take MLK/Logan. Turn right on Allegan St. Drive approximately two blocks to Library located on the right.

Parking: Ample paid parking is available in the lot directly across from the main Library entrance on Butler Street.

Lansing - State Police Academy

Room C-1, C-4, C-5, C-6, Lower Level, 7426 N. Canal Road, Lansing, MI

Directions: Take I-96 to Exit 98A to US27, proceed south on 27 to 1st stop light, turn right at light to Canal Road to building.

Parking: Free parking is available directly beside the building and across the street.

Lansing - Western Michigan University

Western Michigan University Regional Center, 6105 West St. Joseph Hwy, Suite 205, Lansing, MI 48917

Directions:

ENTERING LANSING FROM THE EAST (DETROIT) and SOUTH (JACKSON)

- a. Enter Lansing via I-96 or U.S.-127, to I-496, and then proceed west on I-496 to Creyts Road (exit 1).
- b. Turn north (right) on Creyts Road.
- c. Turn east (right) on Saint Joseph Highway.
- d. "6105" sign will be on your right about one block east. Turn right into Verndale Office Park Entrance (this is also Anacapri Road) and park in the lot on the east side of the building. (This is the lot between the office building and Anacapri Road.) Please avoid the parking spaces designated for visitors.
- e. Use the north ground floor entrance. Take the elevator or stairs to the second floor. Classrooms are in suite 202 and office is suite 205 at the opposite end of the building.

ENTERING LANSING FROM THE SOUTHWEST (KALAMAZOO, CHARLOTTE):

- a. Follow I-94 east to I-69.
- b. Proceed north on I-69, which merges with I-96 West. Follow I-69 North/I-69 West approximately one mile, to I-496 East.
- c. Proceed east on I-496 to the Creyts Road (Exit 1).
- d. Turn north (left) onto Creyts Road at the top of exit ramp.
- e. Turn east (right) on Saint Joseph Highway.
- f. "6105" sign will be on your right about one block east. Turn right into Verndale Office Park Entrance (this is also Anacapri Road) and park in the lot on the east side of the building. (This is the lot between the office building and Anacapri road.) Please avoid the parking spaces designated for visitors.
- g. Use the north ground floor entrance. Take the elevator or stairs to the second floor. Classrooms are in suite 202 and office is suite 205 at the opposite end of the building.

ENTERING LANSING FROM THE WEST (I-96) (GRAND RAPIDS):

- a. Take the "Lansing-Downtown Only, I-496" exit.
- b. Proceed east on I-496 to Creyts Road (Exit 1).
- c. Turn north (left) on Creyts Road at top of the exit ramp.
- d. Turn east (right) on Saint Joseph Highway.
- e. "6105" sign will be on your right, about one block east. Turn right into Verndale Office Park Entrance (this is also Anacapri Road) and park in the lot on the east side of the building. (This is the lot between the office building and Anacapri road.) Please avoid the parking spaces designated for visitors.
- f. Use the north ground floor entrance. Take the elevator or stairs to the second floor. Classrooms are in suite 202 and office is suite 205 at the opposite end of the building.

ENTERING LANSING FROM THE NORTH (FLINT MOUNT PLEASANT):

- a. Take US 127 south to I-496 west.
- b. Proceed west on I-496 to the Creyts Road (Exit 1).
- c. Turn north (right) on Creyts Road.
- d. Turn east (right) on Saint Joseph Highway.
- e. "6105" sign will be on your right, about one block east. Turn right into Verndale Office Park Entrance (this is also Anacapri Road) and park in the lot on the east side of the building. (This is the lot between the office building and Anacapri road.) Please avoid the parking spaces designated for visitors.
- f. Use the north ground floor entrance. Take the elevator or stairs to the second floor. Classrooms are in suite 202 and office is suite 205 at the opposite end of the building.

Novi - Office Of Professional Development

Office of Professional Development, 24245 Karim Blvd, Novi, MI 48375

Directions: From Lansing take I-96 exit #162 – Novi Road. Go south on Novi Road, then left (east) at 10 Mile Rd., left (north) on Karim Blvd. (Karim is first street after Olde Orchard. OPD is the second driveway on the left.)

From Flint take US-23 south to I-96 east. Take I-96 exit #162, Novi Rd. Go south on Novi Road, then left (east) at 10 Mile Rd., left (north) on Karim Blvd. (Karim is first street after Olde Orchard. OPD is the second driveway on the left.)

From Detroit take I-96 Jeffries Fwy. to I-275 North to exit #167 – 8 Mile Rd. West on 8 Mile Rd., right (north) on Haggerty Rd., left (west) on 10 Mile Rd., right on Karim Blvd. OPD is the second driveway on the left.

Parking: Free parking in the lot.

October 2002

Monday	Tuesday	Wednesday	Thursday	Friday
	1 Problem-Solving/Decision-Making - C Project Management: Managing Software Quality - D	2 Think on Your Feet and Keep Them out of Your Mouth – C Project Management: Managing Software Quality - D	3 Managing: Stress/Time/Information/Priorities and Relationships C Project Management: Managing Software Quality - D	4
7 Project Management: Systems Integration - D	8 Pre Retirement Orientation Holland Holiday Inn Building Trust: Key to High Performance Room C Project Management: Systems Integration – D	9 Deferred Compensation 401(K) and 457 AM&PM – C Project Management: Systems Integration - D	10 IMS: The Use of Power and Influence: Managing Without Authority – Dearborn Ergonomic Training - Office– Office AM- Pierpont Building Succeeding as a New Supervisor - D	11 Coaching: How to Bring Out the Best in Others - C
14	15 Time Management: What Matters Most - C	16 COMMISSION MEETING	17 Deferred Compensation: Basic Investing AM&PM- C Process Improvement - D	18 Successful Strategies for Dealing with Difficult People - C Process Improvement - D
21 Writing Advantage - D	22 Freedom of Information Act: FOIA Coordinators AM– C&D Freedom of Information Act: General Session PM – C&D Pre Retirement Orientation Flint School for the Deaf and Blind	23 Deferred Compensation: Advanced Investing - AM&PM - C	24	25
28 Project Management: Vendor Selection and Management - C Creating and Delivering Winning Presentations Room D	29 Project Management: Vendor Selection and Management - C Creating and Delivering Winning Presentations Room D	30 Project Management: Vendor Selection and Management – Lakeshore Rm. 1 st Flr., Van Wagoner Bldg., MDOT	31 Maintaining a Positive Focus: Overcoming Negativity - C Professional Skills for Support Personnel – D	

November 2002

Monday	Tuesday	Wednesday	Thursday	Friday
				1
4 Persuasive Leader – C Emergency Techniques - D Advanced Team Development State Police Academy-Lower Level Classroom	5 Effective Business Writing – C Emergency Techniques -D Advanced Team Development State Police Academy-Lower Level Classroom Seven Habits of Highly Effective People Western Michigan Univ. at Lansing, Rm. F	6 Memory Tips for the Forgetful C 7 Habits of Highly effective people Western Univ. at Lansing Rm. F Project Management: Telecommunications Principles for Project Managers - D Deferred Compensation 401(K) and 457 - Novi Advanced Team Development- State Police Academy Lower Level Classroom Pre Retirement Orientation Lansing State Library and Historical Center-Forum	7 Be a Force for Positive Change -C Project Management: Telecommunications Principles for Project Managers - D Effective Communications and Team Decision Making-State Police Academy Lower Level Classroom Seven Habits of Highly Effective People—Western Michigan Univ. at Lansing, Rm. F	8 Project Management: Telecommunications Principles for Project Managers - D Effective Communications and Team Decision Making - State Police Academy Lower Level Classroom
11 HOLIDAY	12 Project Management: Software Testing for Better Project Management - C Succeeding as a New Supervisor – D Deferred Compensation 401(K) and 457 – AM&PM Secondary Complex - A	13 Project Management: Software Testing for Better Project Management – C Coaching: How to Bring Out the Best in Others - D IMS: The Essence of Leadership: Taking Personal Accountability – Dearborn Deferred Compensation: Basic Investing PM Novi	14 Project Management: Software Testing for Better Project Management – C Confronting Conflict Head-On - D	15
18 Project Management Concepts - C	19 Project Management Concepts - C Pre Retirement Orientation Novi Family Independence Agency -Office of Professional Development and Training Facility	20 Deferred Compensation: Advanced Investing - Novi	21Time Management: What Matters Most - C	22
25 Maintaining a Positive Focus: Overcoming Negativity - C	26	27	28 HOLIDAY	29 HOLIDAY

December 2002

Monday	Tuesday	Wednesday	Thursday	Friday
2 Labor Relations: Labor Contracts And Management Rights – C Professional Skills for Support Staff - D	3 Labor Relations: Corrective Action – C IMS: Everyone Has Customers: Strategies To Exceed Their Expectations - Dearborn Expert Witness - D	4 Labor Relations: Grievance Procedures - C Expert Witness - D	5 Investigative Techniques - D Creating and Delivering Winning Presentations - C Building Rapport with Different Communication Styles-State Police Academy - C-2	6 Investigative Techniques - D Creating and Delivering Winning Presentations - C Building Rapport with Different Communication Styles-State Police Academy - C-2
9 Conducting Effective Meetings - C Project Management: PMP Exam Preparation - D	10 Professional Telephone Skills - C Project Management: PMP Exam Preparation - D Targeted Selection - Scamarcia	11 Deferred Compensation 401(K) and 457 AM&PM – C Targeted Selection - Scamarcia Pre Retirement Orientation State Library and Historical Center-Forum	12 COMMISSION MEETING	13
16 Succeeding as a New Supervisor - C Enhancing Workplace Relations- D	17 Coaching: How to Bring Out the Best in Others - C Pre Retirement Orientation Novi Family Independence Agency-Office of Professional Development and Training Facility	18 Confronting Conflict Head-On – C Writing Advantage - D	19 Time Management: What Matters Most - C	20
23	24 HOLIDAY	25 HOLIDAY	26	27
30	31 HOLIDAY			